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PLANT QUARANTINE INSPECTOR SERIES

Series Definition:

This series includes positions requiring professional knowledge and competence in the establishment and enforcement of plant quarantines restricting the movement and spread of plant pests and diseases of economic significance.

The basic objectives of Hawaii's plant quarantine and inspection program are (1) to prevent the introduction of harmful insects, pests and diseases; and (2) to facilitate export clearances of horticulture material.

Functions involve (1) regulating and advising on restricted and non-restricted plant and plant materials, non-domesticated animals, soil, fungi, bacteria and virus cultures; (2) intercepting the introduction of harmful insects, diseases and pests through quarantine, permit, inspection, fumigation, disinfection, destruction or exclusion measures; (3) facilitating the import, export and interisland movement of certain plant materials through inspection, certification and treatment; (4) collaborating on federal, interstate foreign and domestic plant quarantines and pest controls; (5) surveillance of all ports of entry to detect, intercept and prevent violations via carrier, cargo, baggage and mail; and (6) developing new/improved methods, practices, techniques and tools necessary to perform such work.

In carrying out these functions, it is necessary for employees in this series to identify plants and parts of plants and to determine their significance as a host; to recognize abnormal plant conditions and be able to interpret the appearance or condition of a plant or a part of a plant as it relates to disease transmission and/or significance as a host; to recognize symptoms and identify various plant diseases caused by pathogenic fungi, bacteria and viruses; to distinguish diseases or economic importance caused by parasites from those of non-parasitic origin (physiological disturbances); to identify plant conditions resulting from storage and transit; to identify in various stages of the life cycle; to determine their nature and potential as plant pests; to differentiate between domestic and cosmopolitan pests, those that are safe from those of potential danger; and to estimate the economic importance of "unknown" pests from a study of their taxonomic position and a consideration of their origin and host. Such activities require a good knowledge of pests and

host distribution and the biology of host-pest relationships on a domestic, national and worldwide basis and a working knowledge of the Customs Service and the transportation, shipping and import-export industries, particularly as they affect importations, arrivals, exports and movements of passengers, baggage and cargo.

The levels of classes in this series are established by the differences in levels of duties and responsibilities of the work performed. Each class in this series is established by a combination of differences in the following classification factors:

- 1. Nature and variety of work
- 2. Nature of supervision received by incumbent
- 3. Nature of available guidelines for performance of work
- 4. Originality required
- 5. Purpose and nature of personal contacts
- 6. Nature and scope of recommendations, decisions, commitments and conclusions
- 7. Nature and extent of supervision exercised over work of others
- 8. Knowledge and abilities required

This is an amendment to the class specification for the PLANT QUARANTINE INSPECTOR SERIES approved on September 10, 1968.														
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DATE APPROVED: 11/05/82

DONALD BOTELHO
Director of Personnel Services

Duties Summary:

Serves in a trainee capacity, receiving on-and off-the job training, in the principles, concepts, work processes, laws, rules, regulations and technical and scientific reference material fundamental to the plant quarantine program; and performs other related duties as assigned.

Distinguishing Characteristics:

Nature and Purpose of Work: This is the entry trainee level in the Plant Quarantine Inspector series, which is designed to provide a career-oriented introduction to the background, philosophy, concepts, scope and interrelationships of the State's plant quarantine and pest control programs. On-the-job training assignments provide practical understanding and initial introduction to the organization, programs, policies and objectives of the agency as well as furnish preliminary experience in the application of principles, procedures and work techniques to actual situations.

Supervisory Control: At this level, an incumbent receives formal and informal training in the basic principles, techniques and methodology of plant quarantine inspection and enforcement. Instructions are specific and detailed as to scope of tasks, sources of factual information, techniques to be used, procedures to be followed, contacts to be made and the approximate results expected. The supervisor or higher-level inspector is readily available for guidance and direction. Work is reviewed in detail for compliance with procedures and instructions, accuracy of facts and results and adequacy of application of basic principles, techniques and methodology.

Guidelines Available: At this level, an incumbent receives orientation on available references pertaining to the work. He is responsible for becoming familiar with State, federal, foreign and interstate laws, rules, regulations, policies, procedures, manuals and directives on plant quarantine and pest control; departmental policies, procedures and instructions; related precedents, prescribed work methods and procedures, operational guidelines and other such guidance pertaining to the work. Strict conformance with explicit and detailed procedures and instructions is required.

Nature and Scope of Recommendations, Commitments and Decisions: Following initial orientation, an incumbent answers questions of a specific or purely factual nature. Such statements do not commit the organization to an individual action or a course of action. All other matters are referred to superior. There is no responsibility for independent recommendations and decision at this level.

Personal Work Contacts: Person-to-person work relationships are only casual and do not constitute an essential part of the work. A trainee at this level is principally an observer in contacts with carrier management, industry representatives, federal agents and individual "clientele," particularly in matters of non-repetitive nature, beyond the scope of available factual guidelines.

Examples of Work:

Attends orientation and training sessions; learns the fundamental practices, principles, techniques and methodology of plant quarantine inspection, certification and treatment; under close technical supervision, performs simple tasks at one or more ports of entry to gain knowledge and develop skill in the application of principles, procedures and work techniques to the actual operation situation; assists higher level inspectors in the collection of data by screening baggage declarations, fumigation certifications, animal quarantine shipmaster's notices and handling of other well-defined areas; accompanies higher level inspectors in boarding carriers, interviewing shipmasters, touring and inspecting the carriers and observing the full range of plant quarantine enforcement; assists higher level inspectors in the nematode analysis of rooted plants and inspection and treatment of nurseries and private gardens; participates in the collection and taxonomic study of insects, in the study and recognition (identification) of plants and abnormal plant conditions, in the study of pest and host distribution and the biology of host-pest relationships and in the review and investigation of effective fumigation and other chemical treatment.

Knowledge and Abilities Required:

<u>Knowledge of</u>: Basic knowledge of a combination of the biological sciences of plant pathology, entomology and/or nematology, botany and related agricultural sciences.

Ability to: Learn the fundamental practices, principles, techniques and methodology of plant quarantine inspection and

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enforcement; learn and acquire quickly a practical understanding of the program's role and relationships; learn and understand the practices and procedures of the transportation, shipping and import-export industries as applied to imports, exports, arrivals and movements of passengers, baggage and cargo; learn, understand and interpret a variety of federal, interstate, foreign and domestic plant quarantines; keep updated on pertinent technical and scientific literature; make oral and written reports and presentations clearly, concisely and effectively; understand and follow directions; gain cooperation of and cooperate with others; use tact and good judgment; and be safety conscious.

PLANT QUARANTINE INSPECTOR II

Duties Summary:

Receives progressive training in plant quarantine activities and in a trainee capacity, applies this knowledge to a wide range of work tasks typical of the higher grade levels; and performs other related duties as assigned.

Distinguishing Characteristics:

Nature and Purpose of Work: This class is the advanced trainee level through which the incumbent progresses to full performance as an independent worker. Work tasks, on-the-job training and instructions are provided in broadening knowledge of plant quarantine fundamentals, in developing proficiency in inspection techniques and methods and in determining and applying appropriate pesticide treatments, including type, dosage and method. Assignments progress from problems of narrow scope and limited complexity involving direct application of specific regulations and procedures to those requiring judgment and experience in the application of laws, broad rules and technical knowledge in determining and recommending action.

Supervisory Control: The trainee receives specific guidance, instruction and orientation on all aspects of the work during the intensive training period. An incumbent adheres to instructions and refers problem situations to the supervisor as they arise. Work is reviewed for accuracy of facts and results, general adherence to policies and compliance with procedures, instructions or precedents.

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<u>Guidelines Available</u>: Guidelines used are the same as at level I except that a position at this level is expected to be familiar with the location and types of resources available.

Nature and Scope of Recommendations, Commitments and Decisions: In addition to providing factual information, as at the next lower level, an incumbent at this level recommends action, such as withholding shipments, submitting samples for laboratory analysis, etc. Such recommendations are reviewed by a higher grade inspector or the supervisor for soundness, thoroughness and accuracy in analyzing a situation.

Personal Work Contacts: Person-to-person contacts at this level involve giving and securing simple and readily understood information of a factual nature. Contacts are with carrier personnel, passengers and private individuals or commercial nursery representatives.

Examples of Duties:

Attends and participates in training sessions; reports on assigned studies and laboratory findings; boards and inspects carriers for plant pests and unauthorized material; inspects baggage, cargo, mail and other possible sources of contamination for restricted and questionable material; treat nursery stock, plants, seeds and other plant propagative material; issue permit for established importations; certifies plant and plant products for export; collects and reviews baggage declarations, fumigation certificates, animal quarantine shipmaster's notices; identifies and recommends action on problem situations; confiscates prohibited material for appropriate disposition at the plant quarantine station; observes the clearance of a ship, its passengers and crew and disposition of restricted material by a higher level inspector; observes and handling of controversial situations by higher level inspectors and/or reviews pertinent reports on the analysis, basis and decision rendered; participates in the collection and taxonomic study of insects, in the study and recognition of plants and abnormal plant conditions, in the study of pest and host distribution and the biology of host-pest relationships and in the review of effective fumigation and other chemical treatment; and writes reports as required.

Knowledge and Abilities Required:

Knowledge of: Established practices, procedures, techniques and methodology of plant quarantine inspection, certification, treatment and enforcement; general understanding of the practices

and procedures of related programs and of the shipping, transportation and import-export industries as they apply to arrivals and movement of passengers, baggage, cargo and carriers; some precedents applicable to specific work assignments; and working knowledge of the relationships and interrelationships with federal, other states and foreign agencies in plant quarantine and pest control.

Ability to: Apply established practices, procedures, techniques and methodology of inspection, certification and treatment to standard plant quarantine problems of narrow scope and limited complexity; gather, correlate, analyze facts and draw general conclusions therefrom; recognize and distinguish pertinent details; make oral and written reports and presentations clearly, concisely and effectively; gain cooperation of and cooperate with others; understand and follow instructions; observe, conduct interviews and establish and maintain effective relationships with supervisors, co-workers and others; use tact and sound judgment; and visualize the effect or recommendations made.

PLANT QUARANTINE INSPECTOR III

8.476

Duties Summary:

Independently performs a wide range of plant quarantine enforcement activities through inspection, identification, certification, clearance, treatment, disposition and other safeguard actions; trains lower-level inspectors; writes reports; and performs other related duties as assigned.

Distinguishing Characteristics:

Nature and Purpose of Work: This is the first level of independent worker in the plant quarantine series. Work assignments routinely encompass problems of average difficulty requiring the application of technical knowledge, skills and sound judgment in the use of pertinent standards, guides, rules, regulations, laws, techniques; in the identification, safeguarding, destruction and/or treatment of pest or diseased conditions; and in the handling, clearance or disposition of a shipment.

Supervisory Control: A supervisor or other higher level Plant Quarantine Inspector assigns work to a position at this level and provides general instructions as to the scope of the assignment, problems to be anticipated, objectives to be achieved

and any limitations on the procedures or methodology to be used. The supervisor is readily available to advise and guide on unusual pest or disease conditions, seizure problems of substantial economic significance, or any unprecedented matter. However, a position at this level is expected to apply standard practices, procedures, principles, techniques and methodology to assignments of the above described level of complexity without frequent assistance from a higher-level inspector.

Guidelines Available: A position at this level is expected to be thoroughly familiar with the available guidelines of plant quarantine and inspection utilized by positions at lower levels. Additionally a position must utilize considerable knowledge acquired through experience, extensive reading and other exposure since available knowledge and guidelines are limited on the taxonomic identification of insects, plants and plant abnormalities. Judgment is required in applying the guides, particularly with respect to organisms resembling or closely related to pests considered harmful.

Nature and Scope of Recommendations, Commitments and Decisions: This level has authority to release a shipment as pest free, to deviate from established sampling methods when necessary, to refuse entry or to seize and safeguard prohibited material, to seize and destroy infested or infected stores presenting appreciable pest risk, and to recommend the need for and the types of treatments required. However, decisions and determinations made at this level are typically based on clearly applicable procedures, instructions, precedents, decisions, rules and/or regulations. Proposed decisions to treat or reject material of considerable expense or loss to the importer or of potential controversy must be referred to a higher level inspector for concurrence. Advisory or informational services furnished are based upon well-established and accepted practices, principles, techniques, regulations, methodology and precedents.

Personal Work Contact: This is a critical factor since many of the decisions made at this level require seizure of material, expenditure of effort by others, imposition of additional costs or bear some effect on the importer or exporter. The incumbent must use tact, courtesy and firmness in dealing with and explaining actions to interested persons; inform and explain methods, procedures and objectives of the program as required; and obtain compliance with regulations.

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Examples of Duties:

Boards and inspects carriers; examines stores, crew quarters, furnishings, decks and cargo spaces; inspects cargo and baggage; determines, within the scope of program guidelines, the status of a shipment--if it is pest-free or if it is to be refused entry, to be seized and destroyed, to be treated, or to be referred to a higher-level inspector, treats plant materials using various fumigants or hot water, vapor heat, dry heat, refrigeration, or pesticidal spray and dusts and insuring that proper dosage, time and temperature conditions are met; enforces laws, rules and regulations governing plant quarantine and pest control; recommends solutions to problems supported by data analysis, remedial or corrective measures and expected results; furnishes advice based on established precedents, practices, techniques and the program fundamentals; initiates and maintains contacts essential to the enforcement and information efforts; may issue certificates of clearance for aircraft flying direct to the mainland; may assist in pest surveys; may provide cooperative assistance to other agencies as required; and prepares reports.

Knowledge and Abilities Required:

Knowledge of: Recognized practices, procedures, techniques, methodology of and precedents in plant quarantine inspection and enforcement; a wide range of plants and plant conditions, insect identification, pest-host distribution and biology of their relationships; various laws, quarantines and regulations of other jurisdictions, federal, other states and foreign; familiarity with the practices and procedures of related programs and of the shipping, transportation and import-export industries as they apply to movement of passengers, baggage, cargo and carriers; and effective types and dosages of treatments.

Ability to: Apply established practices, procedures, techniques, methodology and precedents of plant quarantine and inspection to problems of the difficulty described above; acquire and apply detailed knowledge of identification of insects, plants, plant materials and plant conditions, their symptoms and pertinent treatment in the interception of potential pests and recommendation for treatment; meet, interview, establish and maintain effective relationships with interested persons, supervisors, co-workers, etc.; visualize the impact of actions taken or recommendations made; understand and follow directions; and apply tact and sound judgment.

PLANT QUARANTINE INSPECTOR IV

8.478

Duties Summary:

Plans, schedules and participates in the enforcement of plant quarantines for a segment of a port of entry or administers the plant quarantine activities in a relatively small port ("oneman" port); adapts and modifies established quarantine treatment methods and techniques; acts on cases of a controversial nature where applicable guides and precedents are not available or need extensive interpretation; trains lower grade inspectors, evaluates their performance and development and develops performance standards; and performs other related duties as assigned.

Distinguishing Characteristics:

Nature and Purpose of Work: At this level, the incumbent is assigned to either of the following types of position:

- A. Working supervisor of a crew of inspectors assigned to a segment of a port where the work volume is substantial, the fluctuation in workload is high, the concurrent arrival of carriers is frequent and the diversity in types of materials inspected and pests intercepted is significant. This segment may involve around-the-clock service in which case, the incumbent must coordinate the work and program on his shift with crew leaders of the other tours of duty in order to maintain continuity of effort and a common approach to problems.
- B. Inspector-in-charge of a "one-man" port or a neighbor island port requiring one or only a few inspectors to assist with the workload. Responsibility for overall planning of work includes such administrative considerations as budget, equipment, day-to-day assignments of inspectors and coordination with commercial and government organizations. This assignment includes responsibility for all carrier movement to or from the neighbor islands.

Supervisory Control: An incumbent receives general instructions as to the scope of assignment, the broad objectives to be achieved, and any new major problems to be expected. The supervisor may be consulted on unusual problems and difficulties to obtain advice and guidance in resolving them. The Plant Quarantine Inspector IV, however, is expected to provide initial

recommendations for their solution. Work is reviewed for compliance with general instructions and policies, adequacy and soundness of conclusions. In Situation A, the crew leader reports to a Section Supervisor who may be stationed at the worksite; on the other hand, in Situation B, the inspector-incharge is supervised through periodic visits, correspondence, review of reports and by telephone.

Guidelines Available: Controlling precedents, policies, procedures and decisions are not immediately apparent and are not self-applying to problems being analyzed at this level. Critical judgment and the extensive knowledge of administrative guides governing plant quarantine must be applied in determining final actions to be taken, in evaluating the nature and extent of those actions, risks involved, etc.

Nature and Scope of Recommendations, Commitments and Decisions: An incumbent determines the order and priority of projects, makes changes required by circumstances, acts on matters of a controversial nature, disqualifies shipments, makes difficult identifications and recommends courses of actions based on risks involved and generally makes decisions that are substantially unreviewed except in terms of results, acceptance and effectiveness. Commitments generally have the effect of finality.

Personal Work Contacts: At this level, contacts are characterized by responsibility for maintaining effective working relationships with employees, supervisors, exporters, importers, carrier representatives and representatives of other government agencies. This level is capable of readily giving and securing information on matters or problems of non-recurring nature and in the explanation or interpretation of facts pertaining to technical and administrative guides. At this level, the incumbent is relied upon for technical advice to solutions of problems or approaches to problem solving.

Examples of Duties:

Formulates, coordinates and implements work plans for plant quarantine inspection and enforcement of the level of assignment described for Situation A or B; plans work details with other crew leaders and within a specific shift to determine order and priority, making any changes required by circumstances, maintaining continuity of effort and approach and providing for prompt and effective coverage; participates in the development and conduct of training programs; analyzes work performance and requirements to determine training needs, recommends group and

individual training plans, conducts formal and informal training sessions and evaluates training effectiveness; participates in the inspection, certification, treatment, enforcement, disposition and related activities to clear a carrier or shipment or take appropriate remedial or corrective action; advises interested parties on plant pest problems of a difficult identification or treatment nature; reviews recommendations of subordinate inspectors for substance, accuracy and soundness; collaborates with other jurisdictions on plant quarantine to assure essential enforcement and to facilitate clearances; maintains records of passenger movement, horticultural parcels inspected, cargo and baggage inspected, certificates issued, carriers boarded and checked and other related data; assists in the training of East-West Center recipients and others in plant quarantine inspection and enforcement; cooperates in pest control and eradication activities; and performs other related duties as required.

Knowledge and Abilities Required:

Knowledge of: Thorough knowledge of the practices, principles, theories, techniques and methodology of plant quarantine inspection and enforcement; and the precedents applicable to assignments under Situation A or B as discussed under Nature and Purpose of Work; a working knowledge of administrative guides, of quarantine treatment methods and techniques, or practices and procedures of the transportation and shipping industries and of related governmental activities; a broad knowledge of entomology, plant pathology, nematology and pest control and eradication procedures.

Ability to: Apply practices, principles, theories, techniques and methodology of plant quarantine inspection and enforcement to problems of the level of difficulty described above; plan, coordinate, organize and supervise the work programs of the size and complexity characteristic of either Situation A or B; act promptly and effectively on a technical or operational problem, particularly where economic or highly controversial factors are involved; make oral and written reports and presentations; establish and maintain effective working relationships with employees, subordinates and representatives of private industry and other governmental jurisdictions; visualize the effect of recommendations; apply tact and sound judgment and learn the principles and practices of supervision.

PLANT QUARANTINE INSPECTOR V

8.480

Duties Summary:

Supervises plant quarantine inspection and enforcement for a substantial segment of a large port of entry of the scope and complexity of the Maritime, Naval or Airport Section of the Port of Honolulu; advises on matters not covered by quides, such as cases involving extensive expense or loss, unusual or exotic plant material, little known pests, questions bearing on degree of pest risk; analyzes, develops, evaluates and recommends policies, procedures and practices to keep pace with changing patterns of trade, travel, transportation and insect pest survival; and performs other related duties as assigned.

Distinguishing Characteristics:

Nature and Purpose of Work: At this level, an incumbent is responsible for a program segment which is characterized by (a) the fluctuating workloads and substantial work volume, (b) the complex staffing and work shift patterns, (c) the unusual nature and complexity of problems encountered and the frequency with which they occur, (d) the frequent concurrent arrival of carriers, (e) the great diversity in type of materials inspected and pests intercepted, and (f) the widely dispersed service areas involved and the number of carrier lines, shipping companies, commercial and private interests serviced, and which requires his participation in administrative matters including staffing, budgeting, training, programming, planning and organizing.

Supervisory Control: General instructions are received as to the area of responsibility, broad objectives to be achieved and any major problems to be anticipated. For unusual problems and difficulties, the supervisor may be consulted for advice and guidance as to general policy. Work is reviewed for compliance with policies, soundness of decisions made and effectiveness of working relationships with other agencies and with industry. This level inspector has considerable latitude to take appropriate action and freedom from review.

Guidelines Available: Determinations are based on specialized knowledge, interpretations and adaptations of legislation, rules, policies, regulations and directives, much of which can be applied only through the use of judgment. Existing quides often fail to cover all possible situations and problems faced at this level.

Nature and Scope of Recommendations, Commitments and Decisions: At this level, an incumbent has authority to make commitments limited only by established policies, precedents and administrative regulations; recommendations are made to higher-level inspectors in final form for consideration and include new, revised or improved policies, practices, procedures and methods, changes to organizational structure, operational programming and similar matters and other management improvement plans.

Personal Work Contacts: Personal contacts at this level are with representatives of the transportation, shipping, export, import industries, commercial and private nurseries, air and surface carriers and personnel of the various government jurisdictions. These contacts involve giving, obtaining or gathering of factual and subjective data of significance to the smooth operations of the program, problem solving and cooperative effort. At this level, the ability to obtain assistance, cooperation, support or acceptance is significant.

Examples of Duties:

Sets up work schedules and assigns subordinates to crew and project detail; prepares and submits operational and statistical reports; establishes and maintains pertinent records; meets regularly with staff and other agency personnel; reviews activity reports and summarizes as necessary; evaluates job performance and provides direction in the development of performance standards; conducts training programs and provides for the training and development of subordinates in the technical and administrative knowledge and skills and for furnishing them with a broader base for making judgments within the available guides; participates in budget planning and preparation, in upgrading service and performance requirements and in developing and evaluating work measures trends and alternative courses of action; and advises on matters not readily covered by available guides and requiring extensive knowledge of pest problems and controls.

Knowledge and Abilities Required:

Knowledge of: In addition to the knowledge required at the IV level, must have knowledge of principles and practices of supervision.

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Ability to: Apply the abilities characteristic of the IV level, to situations of the difficulty above described and must be able to understand and apply general policies and exercise ingenuity and inventiveness in devising solutions to problems of unusual difficulty and of a precedent-establishing nature.

PLANT QUARANTINE INSPECTOR VI

8.482

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Duties Summary:

Plans, directs and coordinates the plant quarantine inspection and enforcement program of a port of entry, the size, complexity and diversity of the port of Honolulu; assists in developing program activities; assists in developing program justifications and work measurements; implements studies and program changes; evaluates final reports to determine conformance with stated objectives, policies and procedures; reviews recommendations and provides consultation and advice on their development; develops education and training programs for internal activities and out-service institutes; and performs other related duties as assigned.

Distinguishing Characteristics:

Nature and Purpose of Work: This class involves responsibility for planning, organizing, directing and coordinating plant quarantine activities of the Airport, Maritime and Naval Sections of the Port of Honolulu. An incumbent typically supervises workload of such volume, variety, dispersion and complexity as to require direction of the work through subordinate supervising inspectors.

Supervisory Control: Receive broad and general direction as to the scope and objectives of assignment, occasionally consulting the supervisor as to broad policies to be applied and to obtain assistance in handling controversial issues of statewide implication or national concern. Work is generally reviewed for only compliance with policies and effectiveness in obtaining objectives.

<u>Guidelines Available</u>: Guides are extremely limited in their usefulness and decisions and determinations are generally based on specialized knowledge, interpretations and adaptations of legislation, policies, quarantine rules and regulations.

Nature and Scope of Recommendation, Commitments and Decisions: This level is responsible for plant quarantine activities in the Port of Honolulu with the authority to adjust and effect changes in procedures, methodology, techniques and policies; characteristically, actions and recommendations have a significant role in setting or establishing precedents and may lead to changes or additions to quarantine regulations and procedures on a statewide basis.

Personal Work Contacts: Contacts are of considerable importance and difficulty because of the scope, size, diversity and intensity of commercial activities serviced in the Port of Honolulu and because of the increased potential for waste resulting from lack of cooperation or coordination of activities and from delays due to needlessly prolonged disputes or controversies.

Examples of Duties:

Plans, organizes, directs and coordinates the programming and implementation of plant quarantine inspection and enforcement activities for the Port of Honolulu; supervises the program through a staff of working supervisors, such program involving around-the-clock shifts of work crews, high fluctuations in work demands, variations in work processes and operational requirements and changing patterns of socio-economic factors; initiates meetings to discuss program status, progress and improvement; conducts or directs studies to update and upgrade procedures, processes, techniques, methodology and policies; prepares or directs the preparation of project plans, reports and publications; develops appropriate activity controls; prepares appropriate correspondence and operational reports; participates in planning, developing and conducting training sessions in the program subject matter and in administrative guides, for the development of in-service employees, the orientation of visiting technicians and professional scientists and the training and instruction of East-West Center recipients; evaluates the performance of subordinate inspectors; acts in the absence of the supervisor on matters of statewide impact; and assists in the development of performance and service requirements for the statewide program.